

Refine Search

Search Results -

Terms	Documents
L4 and (control\$4 near5 operation)	75

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L5

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DATE: Tuesday, June 14, 2005 [Printable Copy](#) [Create Case](#)

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<u>L5</u>	L4 and (control\$4 near5 operation)	75	<u>L5</u>
<u>L4</u>	L3 same (receiv\$3 or target or destination)	196	<u>L4</u>
<u>L3</u>	L2 same (different or "same")	384	<u>L3</u>
<u>L2</u>	L1 same broadcast\$3	1751	<u>L2</u>
<u>L1</u>	"electronic mail" or "e-mail"	47048	<u>L1</u>

END OF SEARCH HISTORY

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Search Results -

Terms	Documents
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Search:

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L6 L4 and (control\$4 near5 operation) 0 L6

DB=PGPB,USPT,USOC; PLUR=YES; OP=OR

L5 L4 and (control\$4 near5 operation) 75 L5

L4 L3 same (receiv\$3 or target or destination) 196 L4

L3 L2 same (different or "same") 384 L3

L2 L1 same broadcast\$3 1751 L2

L1 "electronic mail" or "e-mail" 47048 L1

END OF SEARCH HISTORY

Refine Search

Search Results -

Terms	Documents
(709/200 709/203 709/219 370/471 710/100 358/1 358/15 358/402).ccls.	10885

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 US OCR Full-Text Database
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 JPO Abstracts Database
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 IBM Technical Disclosure Bulletins

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L7

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result set

DB=PGPB,USPT,USOC; PLUR=YES; OP=OR

L7 710/100;709/200,203,219;358/1,15,402;370/471.ccls.10885 L7

DB=EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR

L6 L4 and (control\$4 near5 operation)0 L6

DB=PGPB,USPT,USOC; PLUR=YES; OP=OR

L5 L4 and (control\$4 near5 operation)75 L5L4 L3 same (receiv\$3 or target or destination)196 L4L3 L2 same (different or "same")384 L3L2 L1 same broadcast\$31751 L2L1 "electronic mail" or "e-mail"47048 L1

END OF SEARCH HISTORY

EAST - [Untitled1:1]

File View Edit Tools Window Help

☐ Drafts
☐ Pending
☒ **Active**
 L1: (16567) "electronic
 L2: (3) 11 same broadca
☐ Failed
☐ Saved
☐ Favorites
☐ Tagged (0)
☐ UDC
☐ Queue
☐ Trash

Search Let Browse Queue Clear
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☒ Plurals
☒ Highlight all hit terms initially

BRS form IS&R form Image Text HTML

	Type	L #	Hits	Search Text	DBs	Time Stamp	Comment	Error	Definit	Er
1	BRS	L1	16567	"electronic mail" or "e-mail"	USPA T	2005/06/1 4 09:14				
2	BRS	L2	3	11 same broadcast\$3 same (different or "s	USPA T	2005/06/1 4 09:15				



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Results for "((electronic mail) or (e-mail)<in>metadata) <and> (push* and button<in>metadata..."

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» Key

IEEE JNL IEEE Journal or Magazine

IEEE JNL IEEE Journal or Magazine

IEEE CNF IEEE Conference Proceeding

IEEE CNF IEEE Conference Proceeding

IEEE STD IEEE Standard

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Select Article Information

**1. Assessing Web-enabled call center technologies**

Bernett, H.; Jaramillo, M.L.;
IT Professional
Volume 3, Issue 3, May-June 2001 Page(s):24 - 30
[AbstractPlus](#) | Full Text: [PDE](#)(1136 KB) IEEE JNL

**2. Meeting reports**

Button, K.; Rauch, H.; Berceli, T.; Fossler, J.; Keller, K.; Van Etten, J.; Smith, F.;
Communications Magazine, IEEE
Volume 21, Issue 5, Aug 1983 Page(s):63 - 66
[AbstractPlus](#) | Full Text: [PDE](#)(448 KB) IEEE JNL


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Assessing Web-enabled call center technologies

Bernett H. Jaramillo, M.L.

This paper appears in: **IT Professional**

Publication Date: May-June 2001

Volume: 3, Issue: 3

On page(s): 24 - 30

ISSN: 1520-9202

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DOI: 10.1109/6294.939971

Posted online: 2002-08-07 00:14:25.0

Abstract

E-commerce's explosive growth has seen corporate Web sites mature from electronic versions of glossy brochures to full-service storefronts. To support this new environment, companies are providing real-time customer service to their Web customers. Despite this tremendous e-commerce growth, many people remain reluctant to complete a Web transaction without first talking to a live agent. Corporations are linking their Web sites to call centers where pools of trained agents can assist Web shoppers that need help in real time. To provide Web visitors with instant customer service, retailers are adding a talk-to-agent **button** on Web pages. When a visitor presses the **button**, the Web site will present the caller with several options for actuary talking to an agent. These options include **e-mail**, text chat, agent callback, and Internet telephony. There are two main technology alternatives that a call center can implement for Web integration. The first technology enables a traditional call center that has circuit-switched-based systems to support talk-to-agent alternatives. The second technology is the implementation of an all-IP call center infrastructure. Mitretek's Call Center Lab has assessed several products

Index Terms

Inspe

Controlled Indexing

call centers electronic commerce information resources

Non-controlled Indexing

Internet telephony Web customers Web pages Web shoppers Web transaction Web-enabled call center technologies agent callback all-IP call center infrastructure call centers circuit-switched-based systems customer service e-commerce e-mail full-service storefronts live agent real-time customer service talk-to-agent talk-to-agent button text chat

Author Keywords

Not Available

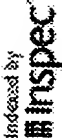
References

No references available on IEEE Xplore.

Citing Documents

No citing documents available on IEEE Xplore.

4 View Search Results | Next Article



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End of Result Set



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L5: Entry 75 of 75

File: USPT

Jun 6, 1995

US-PAT-NO: 5422733

DOCUMENT-IDENTIFIER: US 5422733 A

TITLE: Method and apparatus for facsimile communication of first and second type information with selective call communication systems

DATE-ISSUED: June 6, 1995

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Merchant; Zaffer S.	Lantana	FL		
Saidi; Ali	Boynton Beach	FL		
Orlen; Noah P.	Boca Raton	FL		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE CODE
Motorola, Inc.	Schaumburg	IL			02

APPL-NO: 08/ 191897 [\[PALM\]](#)

DATE FILED: February 4, 1994

INT-CL: [06] [H04 N 1/32](#), [H04 N 1/41](#), [H04 Q 7/00](#)

US-CL-ISSUED: 358/407; 358/426, 358/440, 358/468, 379/58, 455/31.1, 455/38.4

US-CL-CURRENT: [358/407](#); [358/1.9](#), [358/440](#), [358/468](#)

FIELD-OF-SEARCH: 358/402, 358/407, 358/404, 358/426, 358/440, 358/438, 358/442, 358/445, 358/468, 382/56, 382/61, 455/38.4, 455/31.1, 455/33.1, 340/825.44, 379/58, 379/59

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

[Search Selected](#)[Search ALL](#)[Clear](#)

	PAT-NO	ISSUE-DATE	PATENTEE-NAME	US-CL
<input type="checkbox"/>	4589144	May 1986	Namba	382/61
<input type="checkbox"/>	4897733	January 1990	Sakaguchi et al.	
<input type="checkbox"/>	4920427	April 1990	Hirata	
<input type="checkbox"/>	4924521	May 1990	Dinan et al.	382/56

ART-UNIT: 262

PRIMARY-EXAMINER: Rogers; Scott A.

ATTY-AGENT-FIRM: Chanroo; Keith A.

ABSTRACT:

A selective call communication system (10) has a scanner (14) for retrieving information from a source document (26). The source document (26) includes a region of interest (42) formatted in at least two format regions (50, 52, 54). The at least two format regions (50, 52, 54) include a first format region (50, 52) designated for a first type information, and a second format region (54) designated for a second type information. The scanner (14) further includes an encoder (708) for encoding and compressing the information; and a modem (710), coupled to the encoder (708), for transferring the information to a selective call terminal (28). The selective call terminal (28) has a receiver (202) for receiving the information; and a processor (20), coupled to the receiver (202), for processing the information. The processor (20) further comprises a first encoder (214) for encoding and compressing the first type information according to a first encoding and compression technique; and a second encoder (224) for encoding and compressing the second type information according to a second encoding and compression technique. A transmitter (30), coupled to the processor (20), transmits the information being processed to an at least one selective call receiver (40).

20 Claims, 9 Drawing figures

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Print

L5: Entry 73 of 75

File: USPT

Dec 26, 1995

US-PAT-NO: 5479472

DOCUMENT-IDENTIFIER: US 5479472 A

TITLE: System for interconnecting electronic mail systems by RF communications and method of operation thereof

DATE-ISSUED: December 26, 1995

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Campana, Jr.; Thomas J.	Chicago	IL		
Ponschke; Michael P.	Lockport	IL		
Thelen; Gary F.	Palos Park	IL		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE CODE
NTP Incorporated	Annandale	VA			02

APPL-NO: 07/ 702938 [\[PALM\]](#)

DATE FILED: May 20, 1991

INT-CL: [06] [H04](#) [M](#) [11/00](#)

US-CL-ISSUED: 379/58; 379/93

US-CL-CURRENT: [455/412.1](#); [709/206](#)

FIELD-OF-SEARCH: 379/58, 379/67, 379/88, 379/93, 379/96, 379/97, 379/98, 379/57, 364/222.2, 364/222.3, 364/284, 364/284.3, 364/284.4, 364/919.2

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

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	PAT-NO	ISSUE-DATE	PATENTEE-NAME	US-CL
<input type="checkbox"/>	4644351	February 1987	Zabarsky et al.	379/57 X
<input type="checkbox"/>	4821308	April 1989	Hashimoto	379/57
<input type="checkbox"/>	4825546	April 1989	Rosenberg	379/57
<input type="checkbox"/>	4837797	June 1989	Freeny, Jr.	379/96
<input type="checkbox"/>	4845658	July 1989	Gifford	364/919.2 X
<input type="checkbox"/>	4882744	November 1989	Hashimoto	379/57
<input type="checkbox"/>	4942598	July 1990	Davis	379/57
<input type="checkbox"/>	4961216	October 1990	Baehr et al.	379/57

<input type="checkbox"/> 5128981	July 1992	Tsukamoto et al.	379/58
<input type="checkbox"/> 5129095	July 1992	Davis et al.	455/12.1

FOREIGN PATENT DOCUMENTS

FOREIGN-PAT-NO	PUBN-DATE	COUNTRY	US-CL
63-209263	December 1988	JP	
1125049	May 1989	JP	

OTHER PUBLICATIONS

"X,400 Breeds Third Generation E-Mail Systems", TPT Mar. 1987, vol. 7, No. 3, pp. 34-37.
"Data Comm. on Cellular-The Office of Tomorrow In Your Car Today", What Telephone & Comm News, Oct. 1985, No. 14, pp. 28-31.
"Cellular Radio" Computer Law & Security Report, Jan. 1986, vol. 1, No. 5, pp. 18-19.
"More Power to the Pager", Today's Office (Jul. 1987), No. 7, pp. 16-17.
"Get Me Memphis Tennessee (Cellular Comm)", Micro Division, May 1989, No. 95, pp. 50-54.
"Tele-Laptop; Mobility as Deciding Competition Feature" Funkschar, Dec. 1989, No. 26, pp. 35-36, 39.
"Electronic Mail Radio Pulse Shaper . . . ", Revue Polytechnique, Dec. 1989, No. 12, pp. 1508-1510.
"Message Link", appearing in British Telecommunications Engineering, vol. 4, Jan. 1986, p. 202.
"Mobile Data Report" publication, vol. 3, No. 15, Apr. 22, 1991 pp. 1-12.

ART-UNIT: 268

PRIMARY-EXAMINER: Kuntz; Curtis

ASSISTANT-EXAMINER: Oehling; G. J.

ATTY-AGENT-FIRM: Antonelli, Terry, Stout & Kraus

ABSTRACT:

A system (100) for connecting a plurality of mail systems (1-N) each transmitting information from one of a plurality of originating processors (A-N) to at least one of a plurality of destination processors (A-N) which may be transported during operation in accordance with the invention includes at least one interface switch (304), an interface switch being coupled to each of the plurality of electronic mail systems of receiving information originating from an originating processor in one of the electronic mail systems for transmission to a destination processor in another electronic mail system; and a RF information transmission network (302), coupled to the at least one interface switch, for transmitting stored information received from one of the at least one interface switch originating from an originating processor in one electronic mail system by RF transmission to at least one RF receiver which relays the information to a destination processor within the another electronic mail system.

62 Claims, 12 Drawing figures

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L5: Entry 62 of 75

File: USPT

Nov 21, 2000

US-PAT-NO: 6151491

DOCUMENT-IDENTIFIER: US 6151491 A

TITLE: Mobile voice message/electronic mail system

DATE-ISSUED: November 21, 2000

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Farris; Robert D.	Sterling	VA		
Goodman; William	Collegeville	PA		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE CODE
Bell Atlantic Network Services, Inc.	Arlington	VA			02

APPL-NO: 08/ 964234 [\[PALM\]](#)

DATE FILED: November 4, 1997

PARENT-CASE:

RELATED APPLICATIONS This application is a continuation-in-part application from copending U.S. patent application Ser. No. 08/923,122 filed on Sep. 4, 1997, which is a continuation-in-part application from U.S. patent application Ser. No. 08/725,385 filed on Oct. 3, 1996, now U.S. Pat. No. 5,694,455, which is a continuation of U.S. patent application Ser. No. 08/371,902 filed on Jan. 12, 1995, now U.S. Pat. No. 5,594,779, all of which are hereby incorporated by reference.

INT-CL: [07] [H04 M 11/00](#), [H04 Q 7/00](#)

US-CL-ISSUED: 455/412; 455/413, 455/414, 455/418, 455/557

US-CL-CURRENT: [455/412.2](#); [455/413](#), [455/418](#), [455/557](#)

FIELD-OF-SEARCH: 455/413, 455/412, 455/414, 455/418, 455/419, 455/466, 455/557

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<input type="checkbox"/>	4124773	November 1978	Elkins	
<input type="checkbox"/>	4481382	November 1984	Villa-Real	
<input type="checkbox"/>	4577067	March 1986	Levy et al.	
<input type="checkbox"/>	4599490	July 1986	Cornell et al.	
<input type="checkbox"/>	4750198	June 1988	Harper	

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<input type="checkbox"/> <u>4799253</u>	January 1989	Stern et al.	
<input type="checkbox"/> <u>4812843</u>	March 1989	Champion, III et al.	
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<input type="checkbox"/> <u>4972455</u>	November 1990	Phillips et al.	
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<input type="checkbox"/> <u>5105197</u>	April 1992	Claggett	
<input type="checkbox"/> <u>5111534</u>	May 1992	Benner	
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<input type="checkbox"/> <u>5121126</u>	June 1992	Claggett	342/419
<input type="checkbox"/> <u>5131020</u>	July 1992	Liebesny et al.	455/413
<input type="checkbox"/> <u>5148471</u>	September 1992	Metroka et al.	
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<input type="checkbox"/> <u>5206641</u>	April 1993	Grant et al.	340/905
<input type="checkbox"/> <u>5218629</u>	June 1993	Dumond, Jr. et al.	
<input type="checkbox"/> <u>5222120</u>	June 1993	McLeod et al.	
<input type="checkbox"/> <u>5243640</u>	September 1993	Hadley et al.	
<input type="checkbox"/> <u>5247347</u>	September 1993	Litteral et al.	348/7
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<input type="checkbox"/> <u>5257400</u>	October 1993	Yoshida	
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<input type="checkbox"/> <u>5371898</u>	December 1994	Grube et al.	
<input type="checkbox"/> <u>5436960</u>	July 1995	Campana, Jr. et al.	455/412
<input type="checkbox"/> <u>5440336</u>	August 1995	Buhro et al.	348/13

<input type="checkbox"/> . 5444768	August 1995	Lemaire et al.	379/68
<input type="checkbox"/> 5457732	October 1995	Goldberg	
<input type="checkbox"/> 5487101	January 1996	Fletcher	455/435
<input type="checkbox"/> 5506887	April 1996	Emery et al.	
<input type="checkbox"/> 5559860	September 1996	Mizikovsky	
<input type="checkbox"/> 5594779	January 1997	Goodman	455/413
<input type="checkbox"/> 5694455	December 1997	Goodman	455/413
<input type="checkbox"/> 5745551	April 1998	Strauch et al.	455/412

FOREIGN PATENT DOCUMENTS

FOREIGN-PAT-NO	PUBN-DATE	COUNTRY	US-CL
2216319	October 1989	GB	

OTHER PUBLICATIONS

"Tomorrow's Internet is Here Today", Smith B., Computer, Apr. 1997, pp. 22 and 23.
"Communications", Bell & Riezenman, IEEE Spectrum, Jan. 1977, pp. 27-37.

ART-UNIT: 274

PRIMARY-EXAMINER: Bost; Dwayne D.

ASSISTANT-EXAMINER: Redmon; Joy

ATTY-AGENT-FIRM: McDermott, Will & Emery

ABSTRACT:

In an information distribution system having mobile users, a method of distributing communication channels to mobile users includes the steps of receiving information signals including at least one of voice, data, and electronic mail signals broadcast from an external source in the receiver of the at least one mobile terminal, and storing the information signals in its entirety in at least one mobile terminal prior to broadcasting same to a mobile user. The method also includes the steps of controlling operations of the at least one mobile terminal, formatting the information signals for broadcasting after being stored in the at least one mobile terminal, and broadcasting the formatted information signals to the mobile user of the at least one mobile terminal.

33 Claims, 23 Drawing figures

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☐ 1. Document ID: US 20030117665 A1

L8: Entry 1 of 6

File: PGPB

Jun 26, 2003

PGPUB-DOCUMENT-NUMBER: 20030117665

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030117665 A1

TITLE: Facsimile apparatus having a function of archiving an image data into an external device through a network

PUBLICATION-DATE: June 26, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Eguchi, Masashi	Joyo-shi		JP	
Tanimoto, Yoshifumi	Hirakata-shi		JP	

US-CL-CURRENT: [358/402](#)

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	RMC	Draw Desc	Image
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☐ 2. Document ID: US 20030038978 A1

L8: Entry 2 of 6

File: PGPB

Feb 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030038978

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030038978 A1

TITLE: Broadcast receiving device and its method

PUBLICATION-DATE: February 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Oashi, Masahiro	Kyotanabe-shi		JP	
Aiso, Rinzu	Daitou-shi		JP	
Sanada, Norio	Kobe-shi		JP	
Motosaka, Kinichi	Katano-shi		JP	
Iida, Hiromi	Moriguchi-shi		JP	
Fujita, Atsuo	Aki-gun		JP	
Yagi, Yukio	Ikoma-shi		JP	

US-CL-CURRENT: [358/402](#)

Fulls	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KM/C	Draw Desc	Image
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☐ 3. Document ID: US 20020046310 A1

L8: Entry 3 of 6

File: PGPB

Apr 18, 2002

PGPUB-DOCUMENT-NUMBER: 20020046310

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020046310 A1

TITLE: Information communications system

PUBLICATION-DATE: April 18, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Yamamuro, Keisei	Osaka		JP	
Shimoji, Tatsuya	Osaka		JP	
Kusumi, Yuki	Kashiba-shi		JP	
Nishimura, Yasushi	Osaka		JP	
Okamura, Kazuo	Kawasaki-shi		JP	
Tanaka, Yasunori	Osaka		JP	

US-CL-CURRENT: 710/100

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KM/C	Draw Desc	Image
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☐ 4. Document ID: US 20010054143 A1

L8: Entry 4 of 6

File: PGPB

Dec 20, 2001

PGPUB-DOCUMENT-NUMBER: 20010054143

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20010054143 A1

TITLE: Security assurance method for computer and medium recording program thereof

PUBLICATION-DATE: December 20, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Miyazawa, Takeo	Mitaka-shi		JP	
Okada, Tetsuya	Suginami-ku		JP	

US-CL-CURRENT: 713/155; 709/219, 713/201

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KM/C	Draw Desc	Image
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☐ 5. Document ID: US 20010039560 A1

L8: Entry 5 of 6

File: PGPB

Nov 8, 2001

PGPUB-DOCUMENT-NUMBER: 20010039560

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20010039560 A1

TITLE: A SYSTEM FOR BROADCASTING ELECTRONIC MAILS THAT SEPARATELY STORES AND SENDS A PORTION OF ELECTRONIC MAILS WITH AN ACCESS CODE FOR FILTERING AND RETRIEVING PURPOSED

PUBLICATION-DATE: November 8, 2001

INVENTOR-INFORMATION:

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NOZAKI, TSUTOMU	TOKYO		JP	

US-CL-CURRENT: 709/200

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWAC	Draw Desc	Image
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☐ 6. Document ID: US 6021433 A

L8: Entry 6 of 6

File: USPT

Feb 1, 2000

US-PAT-NO: 6021433

DOCUMENT-IDENTIFIER: US 6021433 A

TITLE: System and method for transmission of data

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWAC	Draw Desc	Image
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US06711474B1

(12) **United States Patent**
Treyz et al.

(10) Patent No.: **US 6,711,474 B1**
(45) Date of Patent: **Mar. 23, 2004**

(54) **AUTOMOBILE PERSONAL COMPUTER SYSTEMS**

(70) Inventors: G. Victor Treyz, 905 Nardinet Ct., Sunnyvale, CA (US) 94087; Roan M. Treyz, 868 Nardinet Ct., Sunnyvale, CA (US) 94087

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

(11) Appl. No.: 18/178,968

(22) Filed: Jan. 14, 2002

Related U.S. Application Data

(63) Continuation of application No. 09/460,332, filed on Jan. 24, 2000, now Pat. No. 6,579,335.

(31) Int. Cl.⁷ G01C 21/00

(52) U.S. Cl. 701/1; 706/210; 455/456.1; 455/454.1

(58) Field of Search 701/1; 1, 28, 32, 701/23, 35, 34, 307, 210, 208, 213, 300; 307/9.1; 10.1; 542/357.09; 317.13; 823.15; 625.49; 557.2; 340/425.5; 992, 993; 455/456.1; 457, 414.1.1; 414.2; 414.3

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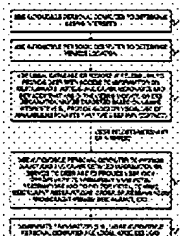
Primary Examiner—Thu Q. Nguyen

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ABSTRACT

An automobile personal computer system is provided. A user of the system may wirelessly interact with machines, communications facilities, information providers, computers at the home or office, and other entities. Such interactions may involve local wireless links and remote wireless links. Wireless communications may involve satellite transmissions, cellular transmissions, short-range wireless transmissions, etc. Products may be purchased using voice commands or by interacting with displays in the automobile. The automobile's location and functions may be monitored and controlled. Location information and other information particular to the user may be used to target promotions to the user. The user may obtain information on the goods or services available at a merchant while driving and may initiate a purchase transaction for those goods or services.

8 Claims, 121 Drawing Sheets





US006799085B2

(12) United States Patent
Told

(10) Patent No.: **US 6,799,086 B2**
(45) Date of Patent: **Sep. 28, 2004**

(54) **ROBOT, ROBOT CONTROL SYSTEM, AND PROGRAM FOR THE SAME**

(75) Inventor: **Yasuyuki Iishi, Tokyo (JP)**
(73) Assignee: **NEC Corporation, Tokyo (JP)**

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

(21) Appl. No.: **10,059,018**

(22) Filed: **Jan. 30, 2002**

(65) Prior Publication Data

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(50) Foreign Application Priority Data

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(51) Int. Cl. **G06F 18/00**

(52) U.S. Cl. **700/245; 700/252; 700/255; 700/257; 700/247; 700/249; 700/251; 700/259; 700/264; 700/157; 700/174; 318/568.1; 318/568.15; 318/568.16; 318/568.21; 901/23; 901/33; 901/42; 901/46; 901/47; 901/23; 901/28; 901/50; 901/300**

(53) Field of Search **701/23, 50, 24, 701/300, 28, 2, 70/28; 901/23, 32, 42, 46, 47, 6, 6, 9, 216/124.34; 414/739, 1, 744, 700/245, 251, 252, 247, 249, 255, 264, 167, 174, 95, 257, 108, 259; 318/568.1, 568.13, 568.14, 568.21, 568.16; 700/10, 901; 948/120**

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Assistant Examiner—McDiarmid, Marc

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(57) ABSTRACT

A robot control system includes a scenario receiver to receive a robot control program or scenario, a scenario register to incorporate the received scenario in the robot, a scenario selector to select a scenario for execution (selected from scenarios beforehand incorporated in the robot and scenarios added to the robot), and a scenario executor to execute the selected scenario. Therefore, there are provided a robot, a robot control system, and a program of the same in which a new control program module can be added to a robot control program.

42 Claims, 28 Drawing Sheets



US-PAT-NO: 6799086

DOCUMENT-IDENTIFIER: US 6799086 B2

TITLE: Robot, robot control system, and program for the same

----- KWIC -----

Detailed Description Text - DETX (23):

The scenario receiver 74 receives the scenario set, for example, by electronic mail. In this case, the scenario receiver 74 establishes connection to a mail server on the Internet and receives an e-mail letter to the robot. The operation is almost the same as the ordinary operation to receive a letter by Internet mail and hence detailed description thereof will be avoided. Alternatively, the scenario receiver 74 may receive the scenario set via a data communication path of an analog broadcast. When the analog broadcast is used, the scenario receiver 74 may use a vertical blanking interval (VBI) in the broadcast. In this case, the operation of the scenario receiver 74 is substantially the same as the ordinary data receiving operation using the VBI, and hence detailed description thereof will be avoided. In further another example, there can be considered an embodiment of the present invention in which the scenario receiver 74 receives the scenario set from a file transfer protocol (ftp) server on the Internet. In this situation, since the operation of the scenario receiver 74 is similar to that of the ordinary ftp reception, the detailed description thereof will be avoided. The scenario receiver 74 may also receive the scenario set according to a hypertext transfer protocol (HTTP). Since, the operation of the scenario receiver 74 is substantially the same as the ordinary http receiving operation in this case, detailed description thereof will be avoided.